



CONSENT CALENDAR

February 23, 2021

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Savita Chaudhary, Director, Department of Information Technology

Subject: Contract No. 084534-1 Amendment: NextGen Health Care Information Systems Inc. for Electronic Health Records

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 084534-1 with NextGen Healthcare Information Systems, Inc., increasing the amount by \$118,610 for a total contract value not to exceed \$820,937 and extending the term from September 30, 2010 through June 30, 2022.

FISCAL IMPACTS OF RECOMMENDATION

Additional funding in the amount of \$118,610 is available in the Department of Health, Housing, and Community Services' FY2021 and 2022 General Fund budget as itemized below, and this contract amendment has been entered into the Citywide contract database and assigned contract number 084534-1. Spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

\$25,150	FY 2021: Professional Services Budget Code: 011-51-506-555-0000-000-451-612990 (General Fund, HHCS, Professional Services)
\$46,020	FY 2021: Software Maintenance Budget Code: 011-51-506-555-0000-000-451-613130 (General Fund, HHCS, Software Maintenance)
\$71,170	FY 2021 Subtotal: Professional Services and Software Maintenance
\$47,440	FY 2022: Software Maintenance Budget Code: 011-51-506-555-0000-000-451-613130 (General Fund, HHCS, Software Maintenance)
\$47,440	FY 2022: Subtotal: Professional Services and Software Maintenance

\$47,440	FY 2021 Subtotal: Professional Services and Software Maintenance
\$71,170	FY 2022 Subtotal: Software Maintenance

---

**\$118,609**      **FY21/22 Total: Professional Services and Software Maintenance**

CURRENT SITUATION AND ITS EFFECTS

The Public Health Division utilizes the **NextGen Practice Management (PM) and Electronic Health Record (EHR) System** to manage secure patient health information and to streamline related processes including electronic billing and grant funding. The system has been upgraded to include: ePrescribing; a Quest Laboratory Tests and Results interface; an Immunization Registry Interface with the State CAIR2 system; an integrated Medication Inventory module; NGShare for secure referrals and communication with other providers; the Patient Portal for secure communication and patient access to online health records; and custom grant reporting modules.

The NextGen PM-EHR system was certified to manage Meaningful Use Reporting. Medicare and Medicaid Programs have provided financial incentives for the Meaningful Use of certified EHR technology to improve patient care which qualified the City to collect \$437,750 during the past few years in incentives through Meaningful Use Reporting.

We recently implemented NextGen system changes to support and bill for Telehealth services which are delivered without face to face encounters at City facilities. This is critical during the COVID-19 pandemic.

The NextGen PM-EHR system will be upgraded in 2021 to produce the Berkeley High School Health Center Grant Data extracts that will replace manual data entry with an upload of files into an external grant reporting system. This new custom functionality will free up staff time to focus on more important services to clients.

The NextGen EPM-EHR System Implementation and Upgrade projects have been included as Strategic Plan Priority Projects, advancing the City's goal to provide an efficient and financially-healthy City government.

BACKGROUND

In September 2010, City Council approved a contract with NextGen Healthcare Information Systems, Inc. to implement the PM and EHR system.

On June 28, 2011, Council approved a contract amendment with NextGen for data conversion and additional training and implementation support.

In August 2011, the City implemented the NextGen Practice Management (PM) Module, including electronic billing, at three Berkeley Public Health Clinics.

In June 2013, the City implemented NextGen's Electronic Health Record (EHR).

On July 2, 2013, Council approved a contract amendment with NextGen Healthcare Information Systems, Inc. for an Immunization Registry interface, for additional software licensing, and for three additional years of maintenance services (through FY 2016).

On July 14, 2015, City Council approved a contract amendment with NextGen Healthcare Information Systems, Inc. for the Patient Portal and for two additional years of software licensing and maintenance services (through FY 2018).

On June 26, 2018, City Council approved a contract amendment with NextGen Healthcare Information Systems, Inc. for an integrated Medication Inventory module and for two additional years of software licensing and maintenance services.

#### ENVIRONMENTAL SUSTAINABILITY

The system replaces paper-based processes with secure online tools, which reduces paper consumption, mailings, and the need for Public Health patients to travel to clinics for routine information. In addition, the system supports electronic data exchange with other healthcare providers and produces electronic data for claims and grant reporting. The system operates on a virtual infrastructure thus reducing the City's carbon footprint.

#### RATIONALE FOR RECOMMENDATION

NextGen Inc. is a market leader in clinical software and is designated by the Centers for Medicare and Medicaid Services (CMS) as meeting federal requirements for Meaningful Use of Electronic Health Record (EHR) technology. The system supports Clinics in compliance with the Health Insurance Portability and Accountability Act (HIPAA), which outlines the privacy and security standards for health patient information.

#### ALTERNATIVE ACTIONS CONSIDERED

Staff considered implementing and maintaining the PM-EHR system without vendor services. However, the risk of maintaining such a complex application without specialized support is too high, especially given the impact on Public Health Clinic and BHS Health Center services and workflow.

#### CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, 981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 084534-1 AMENDMENT: NEXTGEN HEALTH CARE  
INFORMATION SYSTEMS INC. FOR ELECTRONIC HEALTH RECORDS

WHEREAS, the NextGen Practice Management (PM) and Electronic Health Record (EHR) System has provided a reliable and HIPAA-compliant system for collecting health patient information; and

WHEREAS, the NextGen Practice Management (PM) and Electronic Health Record (EHR) System has improved the efficiency of Public Health clinic operations and resulted in increased revenue; and

WHEREAS, the NextGen Practice Management (PM) and Electronic Health Record (EHR) System is a CMS-certified Electronic Health Record (EHR) technology, meets the requirements for achieving EHR Meaningful Use measures, and sets the stage to qualify for further American Recovery and Reinvestment Act (ARRA) incentive dollars through the State; and

WHEREAS, a software maintenance and support agreement with NextGen Healthcare Information Systems, Inc. is necessary for system updates; and

WHEREAS, additional funding in the amount of \$118,610 is available in the Department of Health, Housing, and Community Services' FY2021 and 2022 General Fund budget, and this contract amendment has been entered into the Citywide contract database and assigned contract number 084534-1, and spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 8460D with NextGen Healthcare Information Systems, Inc., increasing the amount by \$118,610 for a total contract value not to exceed \$820,937 and extend the term from September 30, 2010 through June 30, 2022.